

Meeting Minutes			
<b>Division:</b>	IME Integrated Health Home		
<b>Meeting Title:</b>	Open Office Hours		
<b>Facilitator:</b>	Pamela Lester		
<b>Location:</b>	Teams		
<b>Date:</b>	February 10, 2022	<b>Time:</b>	10:30 to 11am

Meeting Objectives
The primary goal of the meeting is to provide IME updates and allow for discussion.

Meeting Participants		
<b>Abbe</b> <b>BerryHill</b> <b>Black Hawk Grundy</b> <b>Bridgeview</b> <b>Broadlawns</b> <b>CHSC</b> <b>Capstone</b> <b>Center Associates</b> Children's Square <b>Community Support Advocates</b> <b>Counseling Associates</b> <b>Crossroads</b> <b>Eyerly Ball</b> <b>First Resources</b> <b>Families First</b> Family Resources <b>Four Oaks</b> Heartland <b>Hillcrest</b>	<b>Northeast Iowa Mental Health Center</b> <b>Orchard Place</b> <b>Pathways</b> <b>Plains</b> <b>Prairie Ridge</b> Robert Young <b>Siouxland Mental Health Center</b> <b>Southern Iowa Mental Health Center</b> Southwest Iowa Mental Health Center <b>Stepping Stones</b> Tanager Vera French Waubonsie <b>Ellipsis</b> <b>Young House Family Services</b> YSS	<b>IME</b> <b>IACP</b> <b>IBHA</b> <b>ITC</b> <b>AGP</b>  <b>BOLDED NOTE ATTENDEES</b>

Agenda Topic	Items
<b>IME Updates</b>	<ul style="list-style-type: none"> <li>All questions and concerns about Health Homes must go to the Health Home email. <a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a>.</li> <li>Any questions about IMPA go to <a href="mailto:IMPAhelpdesk@dhs.state.ia.us">IMPAhelpdesk@dhs.state.ia.us</a></li> <li>Any questions about billing go to <a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a>.</li> <li>Any questions about IoWANs goes to <a href="mailto:IoWANshelpdesk@dhs.state.ia.us">IoWANshelpdesk@dhs.state.ia.us</a></li> <li>Waiver Slot Questions <a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a> can tell you if someone is on the wait list for a waiver and where they are on it. They will typically just tell you yes or no, and what date of application they are currently processing (if not doing priority needs assessment) (Thank you Becky Halupnick and Linda Duffy)</li> <li>Questions about HCBS Waivers <a href="mailto:hcbswaiver@dhs.state.ia.us">hcbswaiver@dhs.state.ia.us</a></li> <li>Any questions about a member enrolled with the MCO should go to that MCO               <ul style="list-style-type: none"> <li>Amerigroup <a href="mailto:ia-healthhome@amerigroup.com">ia-healthhome@amerigroup.com</a></li> <li>Iowa Total Care <a href="mailto:ITC_IHH@IowaTotalCare.com">ITC_IHH@IowaTotalCare.com</a></li> </ul> </li> </ul>

Agenda Topic	Items
	<ul style="list-style-type: none"> <li>• Questions about Health Homes must go to the Health Home email. <a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a>.</li> <li>• There is an issue with IMPA changing members to a tier 0 for Not Eligible for Medicaid. This should not be occurring. IMPA Team is working on a fix for this. <b>For those members that are eligible but a tier 0, please reach out to provider services with the member's information.</b></li> <li>• SPA has been submitted to CMS for approval.</li> <li>• QI Workgroup information is <a href="#">here</a></li> <li>• <a href="#">Health Home Learning Collaborative</a> Please register for this month's "Transitional Care"</li> <li>• Integrated Health Home Manual <del>Draft completed and in approval process</del> <b>Has been approved and will be located</b> <a href="https://dhs.iowa.gov/policy-manuals/medicaid-provider">https://dhs.iowa.gov/policy-manuals/medicaid-provider</a> to subscribe, scroll to the bottom where it says "to subscribe" and follow the directions. The link will be sent to you when the manual has been added to IME manual. <ul style="list-style-type: none"> <li>◦ <b>General Policy Manuals webpage</b> <a href="https://dhs.iowa.gov/policy-manuals">https://dhs.iowa.gov/policy-manuals</a></li> </ul> </li> <li>• Health Home Iowa Administrative Code updates in approval process Bulletin Date is Feb 23, 2022, <a href="#">Iowa Legislature - Iowa Administrative Bulletin &amp; Code Supplement</a></li> <li>• <a href="#">IHH SPA word document</a></li> <li>• Instructions for completing the CASH and the PCSP Template <del>is being reviewed by the state and should be out to you this month. MCOs will provide guidance on when to begin using. There will be a grace period for you.</del> <b>Has been approved and the implementation timeframe has been shared by both MCOs</b></li> <li>• <a href="#">Notification Form</a> If you could do anything you wanted to update this form, what would it be? Let us know <a href="mailto:Healthhomes@dhs.state.ia.us">Healthhomes@dhs.state.ia.us</a> by EOD Feb 10, 2022</li> <li>• <b>MCO RFP:</b> MCO RFP intent to release Feb 16, 2022, <a href="https://bidopportunities.iowa.gov/Home/BidInfo?bidId=cac6aa14-1ad1-4a69-8ae4-d982cc8aadc4">https://bidopportunities.iowa.gov/Home/BidInfo?bidId=cac6aa14-1ad1-4a69-8ae4-d982cc8aadc4</a> Spring 2022: Response period (including Q &amp; A) after release of the RFP. Summer 2022: DHS to award contract(s). Fall 2022 Through Spring 2023: MCO onboarding to begin and MCO readiness review. Summer 2023: MCO operations begin.</li> </ul>
<b>Questions in the Health Homes Email</b>	
<b>IHH Proposed Discussion Topics: None</b>	None
<b>Open Discussion</b>	<p><b>Linda: Member services situations with members who are adopted and issued a new number. Good chance they are being assigned to the opposite MCO, any way to know that they are dealing with the same member and not make a reassignment. The choice of MCO was made for a reason and the family i.e., Provider is not in that MCO network and have to go back and change. Pam will take this back.</b></p>

Agenda Topic	Items
	<p data-bbox="318 268 1438 331">Kristine: Is there any update on LOCUS roll out/training dates? Pam: Still no word from CMS.</p> <p data-bbox="318 369 1438 506">Bethany: Is there an update on the use of telehealth services considering the lift of the health emergency this month? Tami (IME) We will follow the federal emergency for these flexibilities. More information coming. CMS is committed to a 60-day notice. Flexibilities are all different and a soft offload to different services post PHE.</p>